

Figure 1

ONLINE CALL MANAGEMENT METHOD LAUNCHES DURING INTERNET DIAL-  
UP LAUNCH

↓  
SUBSCRIBER TELEPHONE SERVICE FORWARDS TO APPLICATION SERVER -32

↓  
INCOMING CALL MADE AND RECEIVED AT APPLICATION SERVER -34

↓  
SCREEN VIEWABLE MESSAGE SENT TO SUBSCRIBER VIA INTERNET -36  
INCLUDING

↓  
AVAILABLE CALLING STATION IDENTIFICATION INFORMATION -38

AND

↓  
A QUERY TO THE SUBSCRIBER FROM A LIST OF DISPOSITION OPTIONS -40

ANSWERING THE TELEPHONE CALL OVER THE DATA NETWORK -42

ANSWERING THE TELEPHONE CALL USING A PUBLIC SWITCHED  
NETWORK -44

IGNORING THE TELEPHONE CALL -46

SENDING THE TELEPHONE CALL TO A VOICEMAIL SYSTEM -48

FORWARDING THE TELEPHONE CALL TO A DIFFERENT -50  
TELEPHONE NUMBER

PLAYING AN ANNOUNCEMENT TO THE CALLING STATION -52

PLACING THE CALLING STATION ON HOLD -54

ADDING THE CALLING STATION TO A CONFERENCE CALL -56  
BRIDGE

HANGING UP THE TELEPHONE CALL -58

RECEIVING A DECISION FROM THE SUBSCRIBER CHOOSING AT LEAST ONE -60  
CALL DISPOSITION OPTION;

↓  
PERFORMING RESPECTIVE ACTION ACCORDING TO THE CALL DISPOSITION -62  
OPTION.

Figure 1



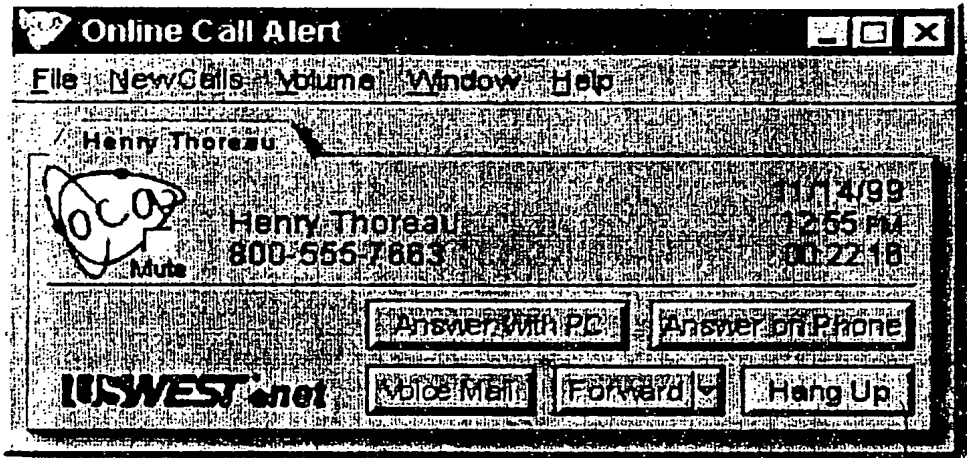
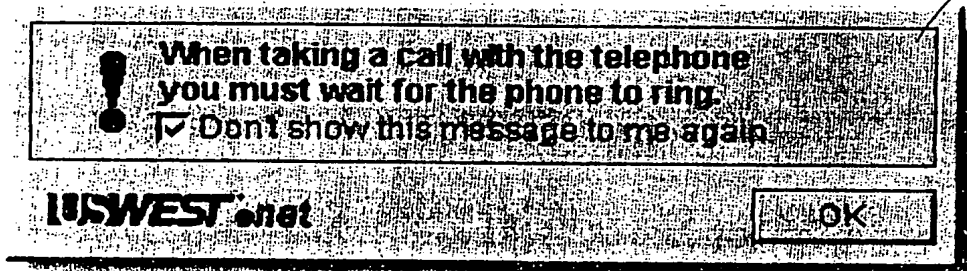


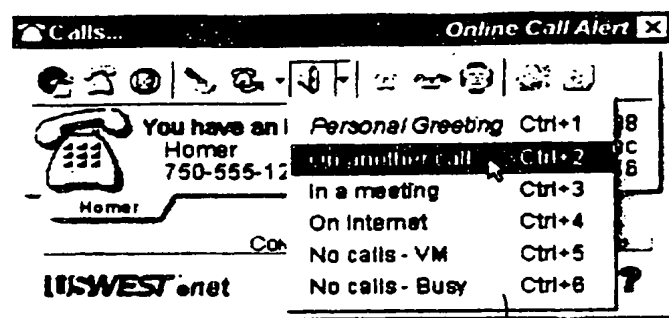
FIG 5

60



62

FIG 6



64

FIG 7

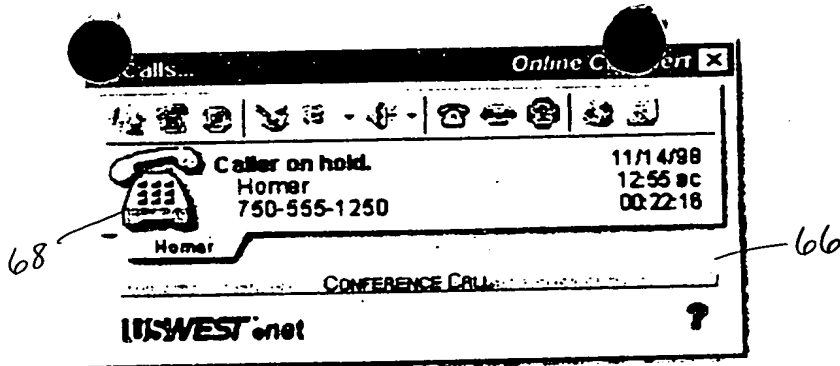


FIG 8

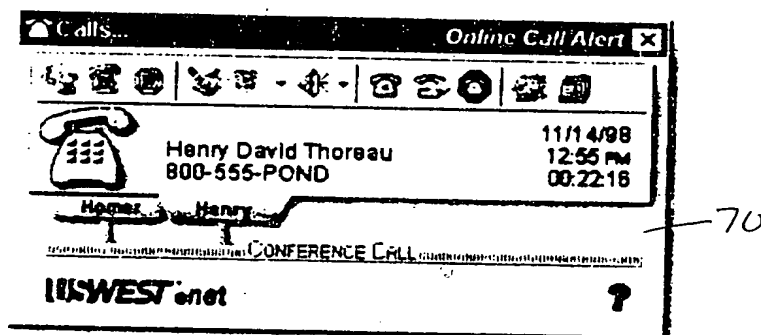


FIG 9

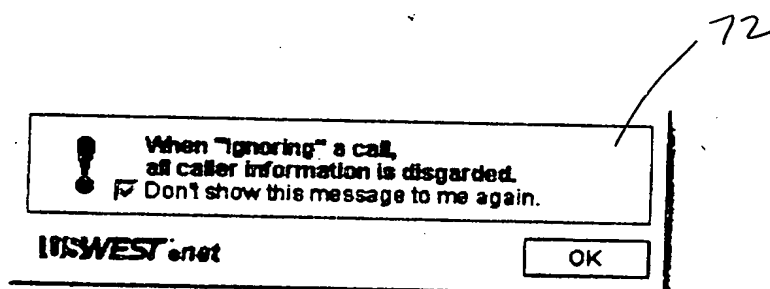


FIG 10

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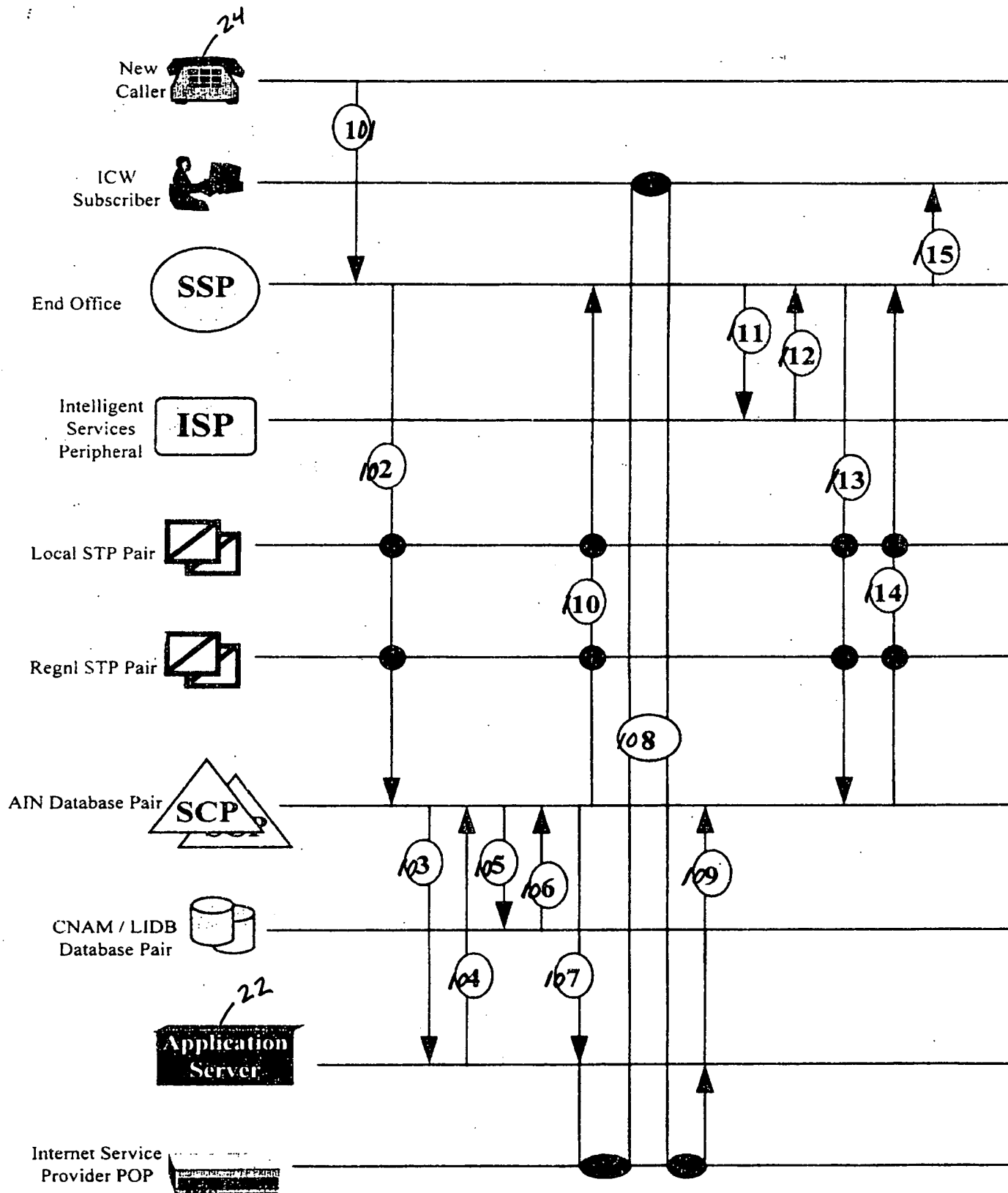


FIGURE 12

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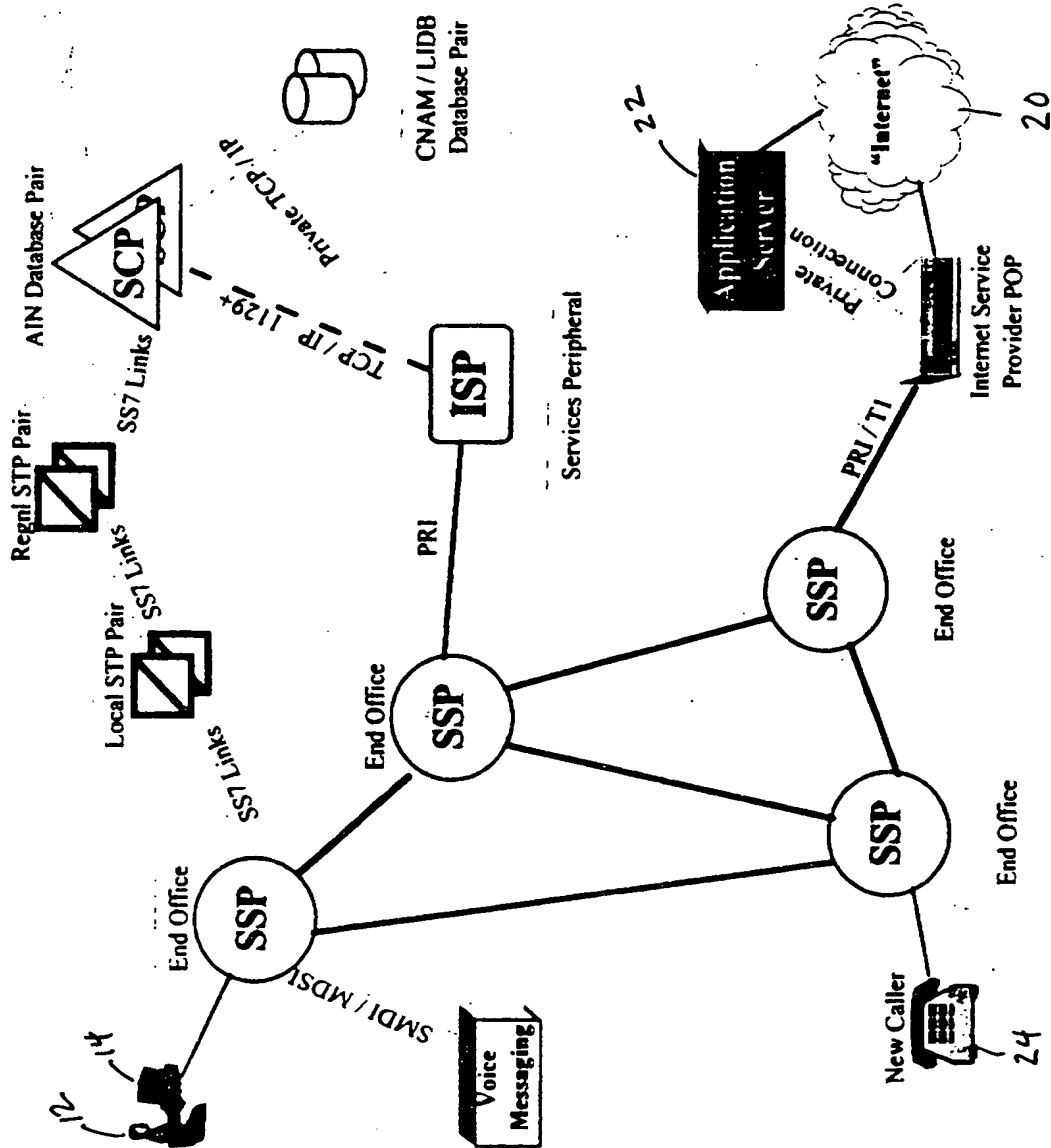


FIG. 13